

# **STRICOM**

**U.S. ARMY SIMULATION, TRAINING  
and  
INSTRUMENTATION COMMAND**



**TECHNICAL OVERSIGHT REPRESENTATIVE  
and  
CONTRACTOR SITE MANAGER**

## **QUICK REFERENCE GUIDE** (With HYPERLINKS)

**FOR**

**U.S. ARMY AVIATION TRAINING DEVICES  
LIFE CYCLE CONTRACTOR SUPPORT**

**14 April 2000**

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and  
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## **SECTION 1**

### **PURPOSE OF THIS DOCUMENT**

The Aviation Training (AT) contract provides for Contractor Life Cycle Support for devices at over 27 sites worldwide. This contract covers a five-year period of performance, and was awarded on 1 December 1998, at a cost of over 15 million dollars annually. To accomplish its mission of managing this contract, STRICOM relies heavily upon the Government on-site Technical Oversight Representatives (TORs). The TORs implement the day to day policies and provisions of the contract and serve as the STRICOM representative at the local level interfacing with the Contractor Site Managers, and other Government personnel. This document provides quick access to the most commonly needed guidelines and procedures to standardize operations, and facilitate that interface. The new award contains provisions not included in previous contracts, which, places additional responsibilities upon all personnel. It is hoped that the information in this document will provide the necessary guidance for carrying out these new responsibilities, and establish uniform and consistent operations among all device sites. It is expected that this document will continue to evolve as additional subjects are added, which are of common interest to the TORs, Contractor Site Managers and other project personnel.

Sections will be added, revised or deleted, as the need requires. In the interest of keeping the overhead at a minimum, and this document as small as possible, hyperlinks will be used to the maximum extent possible to take the reader to the WEB address for the source material needed. All personnel and organizations associated with this program are encouraged to submit topics that they would like to see covered in this Quick Reference Guide, and when possible, submit material that can be included directly.

## **SECTION 2**

### **ROLES AND RESPONSIBILITIES**

(This section currently under construction.)

## **SECTION 3**

### **ORGANIZATION CHARTS**

This section is currently under development. It is anticipated that detailed contractor and STRICOM organization charts for the Aviation Training program will be available from the program portions of their respective Web sites: <http://www.stricom.army.mil/> and L3 Communications (TBD).

## **SECTION 4**

### **PARTIAL MISSION CAPABILITY**

(PMC)

(This section is currently under construction.)

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## SECTION 5

### DISPUTE RESOLUTION

(This section is currently under construction.)

## SECTION 6

### PROCEDURE FOR FUNDING AND REQUESTING OVERTIME

Overtime, other than in support of Foreign Military Sales (FMS), must be funded by the activity requesting the overtime. FMS overtime will be funded by the STRICOM FMS office. All funding must be provided to STRICOM prior to overtime being approved.

**NOTE:** These instructions pertain to overtime for the device maintenance ONLY, not for operational support.

1. The procedure for funding is as follows:

The local installation/major command will estimate their overtime requirements for the current contract Lot. After the requirements have been determined, each installation will provide STRICOM funding for an account from which their overtime will be paid. Operation & Maintenance (O&M) funds shall be faxed to STRICOM via a Military Interdepartmental Purchase Request (MIPR). The MIPR will be sent to:

STRICOM  
AMSTI-RF (ATTN: Carolyn Burt)  
12350 Research Parkway  
Orlando, FL 32826  
(407) 384-5317 or DSN 970-5317  
FAX ext. 5299

2. After funding has been established, the procedure for requesting overtime is as follows:

- a. The local Technical Oversight Representative (TOR) will e-mail the BM/TA LCCS Alternate Contracting Officer's Representative (ACOR) to request approval of overtime. If the request is to support FMS, so state. The ACOR will assure there is money in the account and then issue an approval of the overtime request. The local TOR will coordinate the overtime requirement with the contractor's site manager.

- b. After the overtime has been completed, the TOR will notify the ACOR of the time expended if it differs from that, which was previously approved. In instances where a blanket approval has been given to cover an estimated amount of overtime covering a several week period, actuals will be provided as the overtime is worked. Blanket approval is normally used for Aeromed and SOACMS.

- c. When the balance in the account declines to a predetermined amount, the TOR will be notified so that additional money can be provided if necessary.

- d. When the ACOR plans to be absent from the office for an extended period of time, the TORs will be emailed specific instructions for overtime approval during the absence.

- e. If an emergency arises during an unplanned absence of the ACOR, contact the lead Project Director for approval of the overtime and provide the ACOR an email of the actual time used.

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## SECTION 7

### AWARD FEE

**OVERVIEW** – The Award Fee Plan of the contract will be available in its entirety on the STRICOM Web site in the near future. Additional information concerning Award Fee can be found at the following Web site: <http://www.wpafb.af.mil/pk/public.htm>. Select "Industry and Small Business Guide" and do a search using the key words "award fee". An award fee is a means of providing an incentive for the contractor, to enhance his level of performance in specific areas, which cannot otherwise be accomplished through specifications or statements of work. The award fee plan of the contract should be read in its entirety and in conjunction with this document to gain a complete understanding of the process as applied to the Aviation Training program.

**INTRODUCTION** - The Award Fee Plan is the basis for STRICOM's, Logistics Virtual Division, program evaluation of the contractor's performance of Life Cycle Contractor Support. (LCCS). The evaluation results are presented to the Fee Determining Official (FDO) and Procuring Contracting Officer (PCO) for final approval. The specific criteria and procedures used to assess the contractor's performance and to determine the amount of award fee earned are described in the award fee plan. All FDO decisions regarding the award fee (i.e. the amount of the award fee, if any; the methodology used to calculate the award fee; the calculation of the award fee; the contractor's entitlement to the award fee; and the nature and success of the contractor's performance) are not be subject to the "Disputes" clause (FAR 52.233-1), nor reviewed by any Board of Contract Appeal (BCA), court, or other judicial entity.

The award fee will be provided to the contractor through contract modifications and is in addition to the fixed price provisions of the contract. The award fee earned and payable will be determined by the FDO based upon review of the contractor's performance against the criteria set forth in the plan. The award fee plan may be unilaterally changed 45 days prior to the start of the affected evaluation period. Changes to the award fee plan that are applicable to a current evaluation period will be incorporated bilaterally. All changes to the award fee plan will be through contract modification issued by the PCO.

Department of Defense initiatives in recent years have focused on reinventing the way Government does business with industry. Coupled with these initiatives is the reality of declining budgets without declining requirements. In the arena of contractor maintenance and support of U. S. Army aviation simulators, these problems are compounded for the legacy systems fielded over the past twenty years. Budget constraints, and the promise of new technologically advanced systems being fielded in the coming years, has made sustainment and modernization funds very difficult to acquire. Aging of the legacy systems, with the persistent problems of obsolescence, has made the continued high system availability requirements a difficult challenge.

**APPLICATION OF AWARD FEE TO AVIATION TRAINING** - Based upon the above general criteria, award fee provisions were applied to the LCCS contract for the Army's helicopter flight simulators. The award fee plan for Aviation Training allocates an award fee of 8% of all the fixed price line items. This results in an award fee for each six-month evaluation period of approximately \$500,000. The amount of award fee for each successive period will be calculated during that period, but is expected to be nominally about the same for each period of this five-year contract. The total maximum award fee amount must be obligated at the time the contract is executed, and any amount not earned by the contractor is returned to the Treasury. Provisions of the award fee plan include a method of allocating the award fee amount to each of the installation sites, in accordance with the number of contractor personnel assigned to each site. The plan includes provisions for interim evaluations at the 3-month period, and contractor self-assessments. Implementation of the award fee process is not intended to increase overhead or oversight time on the part of the Government.

**ESTABLISHMENT OF INCENTIVES** - Clearly the primary goal of the Life Cycle Contractor Support contract is to maintain the existing equipment in a high state of readiness over an extended period of time. Readiness or availability for training in this particular instance is known as Contractor Performance Factor or CPF. CPF is a

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calculation of the number of hours that the equipment is available for training, and includes numerous established conditions for determining chargeable downtime. The calculation is made for each device located at each site, and then factored into an average for each site as a whole. Because CPF is a primary concern, this factor is given a relative weight of 45% of the total Award Fee calculation. The remaining 55% is divided among other categories as follows:

<i><b>FACTOR</b></i>	<i><b>WEIGHT</b></i>	
Contractor Performance Factor	45%	
Customer Satisfaction		10%
Cost Reduction	10%	
Program Management		15%
CITIS/LOGARMS/EDI	<u>20%</u>	
Total	100%	

**ESTABLISHMENT OF EVALUATION CRITERIA** - The criteria for evaluation of the above factors was based on the perceived need, and the areas where it is considered important for the contractor to be innovative in seeking new solutions. All the factors fall into two distinct categories: site specific and non-site specific. The site-specific factors are CPF and Customer Satisfaction since they are directly related to the effort that the contractor expends in the field at each site. These factors are a direct result of the individual employee's effort on site, in maintaining the equipment and dealing directly with the customer. The remaining factors are primarily the result of management efforts at the home office and the initiatives made by the project team.

The information below is provided to address the objectives established, which was then translated into evaluation criteria for each of the factors.

#### **Contractor Performance Factor (CPF)**

This site-specific factor, is the only factor that does not contain any subjective elements. The calculation of CPF is strictly a mathematical process, resulting in a numerical answer related to the contractor's ability to provide available training hours. Award fee is then calculated for each site independently, and is an average of all the devices at that particular site. The contractor would be able to earn award fee by exceeding 90% on CPF.

#### **Customer Satisfaction**

This site-specific factor is a measure of the contractor's responsiveness to the customer's needs on site. In this particular instance, the Government site personnel require support for continually changing training schedules for Army aviators. The desire is for the contractor to remain flexible and support these changing requirements as opposed to being tied to fixed time of day, day of week routines. Interruption of scheduled training periods is also considered a detriment to training. Therefore, the contractor's responsiveness to problems is also considered important, as well as the ability to correct problems in a timely manner. The contractor's relationship with students being trained and non-contractor instructor personnel is also considered important. To measure this factor, a customer satisfaction survey form was developed for trainees and trainers to complete after their scheduled period. This form is being used by the on site Technical Oversight Representatives (TORs), to obtain a sample response of satisfaction, from the aviation community using the devices at that particular site.

#### **Cost Reduction**

This non-site specific factor addresses the contractor's efforts to reduce costs both in the long and short term. With the threat of obsolescence, the contractor's actions for the purpose of service life extension are considered critical. The intent here is to foster a practical program to analyze and recommend actions to extend system longevity and sustainability. The program should identify potential component obsolescence, and make adjustments in support methods to reduce failures. Supportable recommendations are desired for the insertion of new technology, where other methods of sustainment such as alternative sources or lifetime buyouts are not practical.

#### **Program Management**

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The evaluation criteria in the award fee plan for this non-site specific factor contains all the elements that comprise good management. However, the essence of the criteria has its root in the concept of becoming a partner with the Government in achieving common goals. Emphasis is placed on the establishment of strong working relationships with Government and subcontractor personnel. This non-site specific factor addresses the quality of the contractor's engineering change proposals. The objective is to foster the submission of proposals that contain pricing methodology and format which rarely, if ever, vary between proposals. The desire is for proposals to be accurate, stand-alone, require no iteration for Government's understanding and include accurate estimates and support material. The goal is to achieve a level of credibility that estimates of work, and actual work performed do not deviate to any appreciable extent.

#### **CITIS/LOGARMS/EDI**

These are acronyms used by STRICOM to establish the requirement for an automated data entry and tracking system for all inventory, technical documentation and deliverables under the contract. The contractor is required to input all information into this system, which is available to all program integrated product team members at all times, in a paperless environment

## **SECTION 8**

### **CUSTOMER SURVEY FORMS**

The following guidelines are provided to clarify and modify the application of the Customer Survey Forms used to collect data in support of the Award Fee process on the Aviation Training contract. The Award Fee implementation process is still evolving. It is the intent of STRICOM to implement a system, which is manageable and does not require an extraordinary amount of labor. If this is not the case, it will be altered until a workable process is achieved. This subject will be a topic of discussion at all future TOR conferences. It is requested that all sites follow the guidelines below, in order to standardize and simplify the evaluation process.

1. Standardized Customer Survey Form – It has become apparent that a standardized Customer Survey Form should be used at all sites. Although the initial approach allowed each site to customize the form to suite individual site circumstances, this has created considerable confusion and will not be the case for future evaluation periods.
2. Who should complete the survey? – Only the customer should complete the survey. For our purposes in utilizing the Customer Survey Form, military instructor pilots and civilian instructor operators are considered to be the customer. These guidelines preclude students from evaluating Government civilian instructor operators.
3. How many Customer Survey Forms need to be completed? – STRICOM has empowered the TORs to use discretion in this regard. The intent is not to generate a mountain of paper. The intent is to obtain a measure of customer satisfaction, relative to their experience in the simulator. The survey form was written to reveal only that experience as it relates to the Aviation Training contractor. TORs should obtain the number of completed surveys necessary, to accurately and fairly gage that experience over the evaluation period.
4. Who gets the Customer Surveys? – Previous guidelines regarding sending the documents to STRICOM has not been successful. Considering that the contractor cannot make improvements unless he has access to information on problems, in the future all survey forms will be kept on site and made

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available to the contractor on a continuous basis. The requirement to send any forms with specific cut off ratings to STRICOM is removed. Problem surveys should be discussed with STRICOM and the contractor on an individual basis.

5. Other Contractor Positions - Training Coordinator, Security Coordinator, Operations Specialist and HVAC Mechanic positions provided by the Aviation Training contractor are not to be evaluated on the Customer Survey Forms. Performance evaluation of these positions should be provided by the TOR and included in the other two categories contained on the Performance Evaluation Report for Customer Satisfaction.

6. Opinion Meters – Opinion meters are being purchased for Ft. Rucker on a trial basis in an attempt to automate this process. The information obtained using the opinion meters is the same as using the hard copy customer survey form. If this trial is successful, additional units may be purchased for other locations.

## **SECTION 9**

### **PERFORMANCE EVALUATION REPORT**

#### **CUSTOMER SATISFACTION**

##### ***(INSTRUCTIONS FOR TORs)***

TORs have been designated as Performance Monitors for the Customer Satisfaction rating factor in the Award Fee Plan. The information provided below, is intended to facilitate the reporting requirement, which covers the initial three months of each six-month evaluation period, and the final report for each six-month evaluation period. It is recommended that TORs read the entire Award Fee Plan and become familiar with it's overall content before completing this interim evaluation. The Award Fee process is somewhat complex, and it is understood that some confusion will exist. Proceeding through the following steps should make the task somewhat clearer, and aid in understanding the overall process.

1. From the TORs perspective, the end product of the Interim Performance Evaluation is the submittal of the Performance Evaluation Report. This one page document should be completed and transmitted electronically to the STRICOM Performance Evaluation Board (PEB) facilitator, Joan\_Goody@ stricom.army.mil.

2. TORs are considered "Performance Monitors" as identified in the Award Fee Plan. As such, performance monitors will receive "evaluation reminders" fourteen calendar days before the midpoint of the evaluation period.

3. If you will look at the Performance Evaluation Report, your will see that there are three areas which you are being asked to report on, as follows:

- (1) Responsiveness to customer requests for changes in support
- (2) Responsiveness to maintenance problems
- (3) Customer survey results

4. You are being asked to assign a rating and numerical score for each of these categories. The report summarizes typical examples of performance criteria, which would fit the assigned rating, ranging from Excellent, Very Good, Satisfactory to Unsatisfactory. You should read the full text of performance criteria on page 18 of the Award Fee Plan.

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5. Use the table on page 14 of the AFP to help determine the rating, and then assign a numerical score, for each rating which best fits the level of performance. Although these are subjective ratings, try to be as objective and fair as possible. Try to relate each rating to specific instances, which have occurred during the rating period.
  6. The lower portion of the report has an area labeled, "Comment to support assigned rating." Include comments of the specific instances to support your rating. This is a very important part of the report, and failure to adequately support your rating will undermine the credibility of the entire award fee process.
  7. Completion of the third area on the report labeled "Customer survey results", will require collection of input from equipment users. Use the guidance under Customer Survey Form in this document to collect this information.
  8. When all three areas have been assigned a numerical rating, the ratings should be averaged, and an overall point value and rating assigned for the total Customer Satisfaction factor.
  9. When the overall rating is completed, the support comments are added to the form, and your name and date entered, the form should be e-mailed to the above address. Sign, date and retain this form as you may be asked to deliver it to STRICOM at a latter date.

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The above process will be repeated every three months for the life of the contract, and should become routine. It covers Customer Satisfaction, which is 10% of the possible award fee. A second element, Contractor Performance Factor (CPF) encompasses 45%\* of the possible award fee and verification of its computation is also a TOR responsibility. The contractor will compute CPF in accordance with the provisions of the AFP and the contract; and report the results on the Contractor Device Performance Report (formerly Field Service Report). STRICOM will use these numbers, certified by the TORs, in computation of the Award Fee earned by the contractor in each evaluation period.

\*Note: The remaining 45% of the award fee is a function of the non-site specific factors including: Cost Reduction, Program Management and CITIS. These factors will be evaluated at STRICOM.

## SECTION 10

### SECURITY CLASSIFICATION

#### **AH-64 Apache Combat Mission Simulator**

*(Adapted from the Security Classification Guide)*

**INTRODUCTION** – The AH-64 Apache Combat Mission Simulator is a classified device and must be protected in accordance with the device Security Classification Guide (SCG). TORs and Site Managers utilizing the CMS should read and be familiar with the SCG in its entirety. Section IX of the SCG contains a series of notes, which provide important specific guidance for the operation and protection of that device. That information is summarized below:

1. The CMS is capable of duplicating the performance of the design basis aircraft and its related systems. As such, the CMS subject to the same declassification requirements. When the CMS is not in operation, with the software (disc packs/mag tapes) removed, it is unclassified. When the software is loaded in the CMS and the service is operational it is classified SECRET. Each CMS installation must be designed to physically protect the device by limiting access by unauthorized personnel. CMS disk packs and magnetic tapes are classified SECRET in accordance with the highest level of information derived from the aircraft systems contained on the discs.
2. Reports, publications, drawings, schematics, photographs, models, mock-ups, training aids, test data, etc.,

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will be assigned security classification commensurate with that of the performance characteristics of the classified elements of the system and shall be declassified in accordance with the same document. There are classified attachments to several books of the Trainer Test Procedures and Results Report. See the SCG for the specific documents. All other test documentation is unclassified.

3. The CMS simulates the Apache helicopter and its related systems to the same level of performance as found in the operational systems. The CMS must be protected to the same levels as these operational systems where they are classified. In addition, the CMS can be utilized to demonstrate or train tactical threat engagement scenarios. Demonstration of these scenarios in the CMS is classified to the same level as the operational mission description. Those portions of the Apache helicopter and its related systems performance, which are classified, shall be classified to the same level in the CMS. The system Security Classification Guides to the latest revision level shall apply including declassification provisions.

4. The AH-64 Apache Combat Mission Simulator design reflects the performance and configuration of the AH-64 Helicopter models at the AH-64A/B configuration levels. As such, the Longbow Fire Control Radar portions of the aircraft SCG do not apply.

5. There are Program Design Specifications (PDS) for the CMS, which contain sensitive information related to aircraft or subsystem performance. Declassification provisions are based upon the Security Classification Guides from which the information was derived. See the SCG for the specific documents.

6. All CMS hardware is UNCLASSIFIED. In order to reduce electromagnetic radiation, which may contain CLASSIFIED information, several hardware features have to be incorporated into the CMS. These features include cabinets, connectors and cables shielding. Operation, maintenance, and modification of the device must preserve these features. In addition to operation with cabinet doors closed (cockpit and signal conversion equipment only), the specific cables may possibly radiate information if shielding is compromised. See the SCG for specific cables.

7. The CMS hard copy capabilities (instructor station CRT hard copy machines, and computer system line printers) can generate or produce data, which may be CLASSIFIED. Means must be implemented to control, safeguard or destroy this information.

8. The visual imagery for certain models is classified sensitive. See the SCG for specific models.

9. In order to accommodate unclassified demonstrations of the CMS, a separate demonstration software load was developed. When this software load is properly installed it is possible to provide demonstrations in the cockpit, which do not reveal classified information. The software residing on the disk packs and tapes which provide the demonstration, remain classified to the same level as the other CMS software. Attachment (3) to the SCG provides guidance in the use of this software load.

10. Each CMS installation is being equipped with a closed circuit television (CCTV) Security Monitoring System to monitor the device computer room. This enhancement will allow remote viewing of the computer room entrance doors and the Winchester disk drives on which the classified software resides. Monitors will be located in an area which is constantly manned such as the CMS maintenance area. When this enhancement is properly installed and the monitoring area is manned, a physical presence in the computer room will not be required.

## **SECTION 11**

### **TOR TRAINING**

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Although formal Contracting Officer Representative (COR) training is not required for TOR positions, it is highly recommended. The following Web sites were developed by the Federal Acquisition Institute's, FAI On-line University. These sites provide a place where Government personnel may go to obtain the necessary knowledge, skills and abilities (KSAs) to perform acquisition related assignments for all four career development categories:

- The newly hired employee with no acquisition background.
- The employee performing specific duties for the first time.
- The employee solving more complex acquisition problems.
- The experienced journeyman employee requiring training to remain current.

The courses are modular in nature and once the exam is completed, a certificate can be downloaded. The cost of the courses are currently free through the year 2000.

[www.faionline.com](http://www.faionline.com)

[www.gsa.gov/fai](http://www.gsa.gov/fai)

[www.gsa.gov/staff/v/training.htm](http://www.gsa.gov/staff/v/training.htm)

## **SECTION 12**

### **STRICOM FIELD OFFICE, FT. RUCKER, AL.**

*(Adapted from the Statement of Work)*

The STRICOM field office at Ft. Rucker, AL. provides non-personal contractor technical support services performed for Aviation Training Devices, Simulation and Simulators, Air Defense Artillery Training Devices and Simulators, Field Artillery Training Devices and Simulators and Chemical Training Devices and Simulators. This effort consists of testing, technical support, technical documentation, readiness support, planning and reporting and post deployment software support.

#### **3. REQUIREMENTS.**

3.1 System Testing. Perform pre-modification and post-modification inspections consisting of diagnostics and functional test flight to determine condition of the device prior to transition to the appropriate contractor.

3.2 Technical Support. Maintain and update all technical documentation for all devices under the purview of this Delivery Order. Assist in preparation of pre-solicitation packages. Review performance specifications for all devices, and simulators. Research and develop performance specifications for replacement of obsolete hardware.

3.3 Readiness Support. Monitor the status of the various authorized stockage list (ASL), special equipment list (SEL), and the consumable and repairable items for all devices and simulators. Review for accuracy and adequacy, update, and re-compute the various ASLs. Using the established baseline, current inventory data, and demand history, compute minimum and maximum stockage levels.

3.4 Technical Data Repository. Maintaining a technical data repository at Ft. Rucker, AL. Update and maintain technical manuals, other technical data and drawings so that the documentation is readily accessible. Maintain a computerized database to accomplish configuration status accounting.

3.5 Relocation. Perform on-site verification of training device and simulation data and technical documentation to include quantities on hand, serial numbers, usage, and status of support equipment. Maintain the findings of this verification.

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3.6 Inventory. Inventory repair parts and technical documentation located at the Ada modification sites, and recommend changes or modifications.

3.7. Government Furnished Equipment. Monitor the status of all GFE inventory and recommend alternative actions. Coordinate with the appropriate agencies to account for residual, rejected, and surplus GFE and recommend alternative actions for disposal.

3.8 Post Deployment Software Support (PDSS). Monitor the development of PDSS and provide expertise on the higher level architecture and Year 2000 studies.

3.9 Transition of Support . Provide all the necessary services required to facilitate a smooth transfer of support.

3.10 Programmatic Support.

3.10.1 Conferences. Responsible for coordinating and providing the facilities for conferences.

3.10.2 Travel. Travel to various activities, meetings, or seminars as required. Provide travel requests prior to initiating any travel.

3.10.3 Program Status. Identify hours expended to date, status of work, work performed, problems encountered and the resolution, a summary of all major events, and other pertinent information. (DI-MGMT-80227)

## SECTION 13

### CONTRACTOR PERFORMANCE FACTOR (CPF)

Contractor performance factor (CPF) will be calculated on a calendar month basis. In the event a device does not achieve 90 percent CPF, the contractor will conduct an analysis to determine the cause and take the corrective action necessary to prevent a recurrence. Findings will be documented in CDRL B003. Failure data findings will be entered into the MIS and the PSSC manager will track such occurrences. The PSSC manager will monitor failure information to identify systems experiencing abnormally high failure rates. If such are found, they will be researched by PSSC engineering to seek a potential upgrade or perhaps an MTS replacement.

Contractor performance factor is calculated as follows:

$$\text{CPF} = \frac{[(\text{RMT} - \text{DT} - \text{PMCQ})/\text{RMT}] \times 100}{\text{where}}$$

RMT = required mission time and represents the government use of the training device for any of its intended functions (hrs)

DT = total training device downtime during RMT minus nonchargeable downtime (hrs)

PMCQ = PMC quotient, derived as the PMC time multiplied by the PMC factor found in Appendix N (hrs) of the contract

Downtime (DT) is understood to be the summation of downtime for the calendar month, less nonchargeable downtime (NCDT). A coordinated effort between the site maintenance supervisor and the local government

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representative will allow maintenance, both preventive and corrective, to be accomplished during the portions of CMT that are not included in the RMT.

There may be times when a training device is not fully mission capable. The government then has an elective choice to declare a training device PMC for a training period that can accomplish a productive mission. This PMC time is the portion of RMT that a training device is used in less than a fully mission capable status. The PMC time is multiplied by the PMC factor (PMCF) resulting in the PMC quotient (PMCQ).

Appendix N in contract contains the matrix used for the computation of PMCQ. The matrix indicates the type of training mission for each device type, the major subsystems, and the equipment operability code (EOC) for each category. This matrix includes the SFTS/SFRS devices as well as 12 of the major device types at Fort Eustis. The equipment operability codes are scaled to reflect a degradation from zero to seventy percent. This degradation percentage is multiplied by the amount of PMC time for each PMC condition to derive the PMCQ. If by chance a device has more than one PMC condition present, only the weight of the highest PMC category will be used, as the PMCF calculation is not cumulative.

## **SECTION 14**

### **PROCESSING OF CONTRACTOR DEVICE PERFORMANCE REPORTS**

Contractor personnel at each site in conjunction with the TOR track both device down time and partial mission capable time. There is only one approved method for accomplishing this task.

The TOR validates outages against both the matrix in Appendix N and the training period profile and designates a PMC factor accordingly. The site maintenance supervisor enters this factor into the PMC calculation along with the total duration and computes the partial mission capability time.

If a crew makes an entry in the DA Form 2408-13, the site maintenance representative will be immediately notified. The contractor shall be accorded every opportunity to correct each write-up prior to the assessment of PMCQ. Assigning PMCQ on day shift for events that occurred the previous evening provided no added value to the training process. If the contractor is provided an expeditious opportunity to repair malfunctions, the overall training environment is enhanced.

## **SECTION 15**

### **ACRONYMS AND ABBREVIATIONS**

AAF	Army Air Field
AC	Access Controller
ACA	Associate Contractor Agreement
ACO	Administrative Contracting Officer
ACRN	Accounting Classification Reference Number
AFB	Air Force Base
AFP	Award Fee Plan
ANSI	American National Standards Institute
APT	Armament Procedures Trainer
ARB	Air Reserve Base
ASL	Authorized Stockage List
ASQC	American Society for Quality Control
ASTK	Apache Sustainment Training Kit
AT	Aviation Training
ATC	Air Traffic Controller
AWSS	Area Weapons Scoring System

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BM/TA	Battlefield Mobility/Target Acquisition
CALS	Continuous Acquisition and Life-Cycle Support
CCB	Configuration Control Board
CCCP	Configuration Change Control Program
CCP	Contract Change Proposal
CCR	Configuration Change Request
CD	Compact Disk
CDR	Critical Design Review
CDRL	Contract Data Requirement List
CEO	Chief Executive Officer
CFP	Contractor-Furnished Property
CI	Configuration Item
CIS	Cost Information System
CITIS	Contractor Integrated Technical Information System
CLIN	Contract Line Item Number
CLS	Contractor Logistics Support
CM	Configuration Management
CMOM	Configuration Management Operating Manual
CMOP	Company Materiel Operations Practice
CMP	Configuration Management Plan
CMS	Combat Mission Simulator
CMT	Composite Mission Trainer
CMT	Contracted Mission Time
CMTC	Combat Maneuver Training Center
CO	Change Order
COE	Center of Excellence
COMSEC	Communications Security
COR	Contracting Officer's Representative
COTS	Commercial off-the-Shelf
CP	Change Proposal
CPF	Contractor Performance Factor
CQAP	Continuous Quality Assurance Program
CQI	Control, Quality, and Information
CSA	Configuration Status Accounting
CSCI	Computer Software Configuration Item
CST	Composite Systems Trainer
CTC	Combat Training Center
CTC-IS	Combat Training Center Instrumentation System
CTS-U	Communication Traffic Simulator-Upgrade
DID	Data Item Description
DIS	Defense Investigative Service
DISCO	Defense Industrial Security Clearance Office
DM	Data Management
DMS	Database Management System
DOD	Department of Defense
DODDS	Department of Defense Dependent School
DOL	Department of Labor
DORS	Defense Outreach Referral Service
DR	Discrepancy Report
DT	Downtime
ECP	Engineering Change Proposal
ECR	Excess Costs Request
EOC	Equipment Operability Code
EOQ	Economic Order Quantity
ETS	Engineering and Technical Services
FAR	Federal Acquisition Regulation

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FCA	Functional Configuration Audit
FFP	Firm Fixed Price
FRG	Federal Republic of Germany
FS	Flight Simulator
FSO	Facility Security Officer
FWS	Flight Weapons Simulator
GB	Gigabyte
GCO	Government Concepts of Operation
GFE	Government-Furnished Equipment
GFP	Government-Furnished Property
GM	General Manager
HUD	Heads Up Display
HVAC	Heating, Ventilation, and Air Conditioning
ICCB	Internal Configuration Control Board
ICD	Interface Control Document
IDT	Integrated Development Team
IMP	Integrated Master Plan
IMMS	Integrated Maintenance Management System
IMS	Integrated Master Schedule
IOS	Instructor/Operator Station
IP	Instructor Pilot
IPD	Integrated Process Development
IPT	Integrated Process Team
ISC	Independent Service Contractor
ISM	Integrated System Management
ISO	International Organization for Standardization
ISP	Internet Service Provider
IWG	Interface Working Group
Kb	Kilobit
KKMC	King Khalid Military City
KSA	Kingdom of Saudi Arabia
LCCS	Life Cycle Contractor Support
LCLM	Life-Cycle Logistics Management
LCSE	Life Cycle Software Engineering
LOE	Level of Effort
LRU	Line Replaceable Unit
LSA	Logistics Support Analysis
MACS	Mutually Agreeable Commercial Software
MB	Megabyte
Mb	Megabit
MEB	Material Ethics Program
MHz	Million Cycles Per Second
MIL	Military
MIME	Multipurpose Internet Mail Extensions
MIPR	Military Interdepartmental Purchase Request
MIS	Management Information System
MTBF	Mean Time Between Failure
MTS	Modernization Through Spares
MTTR	Mean Time To Repair
NATO	North Atlantic Treaty Organization
NCDT	Non-Chargeable Downtime
NDI	Non-Development Item
NISPOM	National Industrial Security Program Operating Manual
NSTD	Non-Systems Training Device
NTE	Not-to-Exceed
O&M	Operations and Maintenance

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ODC	Other Direct Cost
OEM	Original Equipment Manufacturer
OJT	On-the-Job Training
OSHA	Occupational Safety and Health Administration
PAC	Post Award Conference
PC	Personal Computer
PCA	Physical Configuration Audit
PCA	Program Controls Administrator
PCB	Printed Circuit Board
PCC	Program Controls Coordinator
PCM	Program Configuration Manager
PCO	Procurement Contracting Officer
PCP	Property Control Procedure
PD	Program Director
PDP	Product Development Process
PDR	Preliminary Design Review
PMC	Partial Mission Capable
PMCF	Partial Mission Capable Factor
PMCQ	Partial Mission Capability Quotient
PMO	Program Management Office
POC	Point of Contact
PSM	Program Security Manager
PSSC	Program Systems Support Center
QA	Quality Assurance
QC	Quality Control
QE	Quality Engineer
QSE	Quality System Element
QSP	Quality System Procedure
QT	Quality Technician
RAM	Random Access Memory
RFP	Request for Proposal
RMT	Required Mission Time
ROK	Republic of Korea
ROM	Read Only Memory
ROP	Reorder Point
SAP	Special Access Program
SAR	Special Access Required
SB	Small Business
SCA	Service Contract Act
SCG	Security Classification Guide
SCI	Sensitive Compartmented Information
SCN	Specification Change Notice
SCO	System Change Order
SCR	Software Change Request
SDB	Small Disadvantaged Business
SDP	Software Development Plan
SEMS	Software Engineering Maintenance System
SF	Standard Form
SFRS	Synthetic Flight Research System
SFTS	Synthetic Flight Training System
SHEA	Safety, Health, and Environmental Administration
SMTP	Simple Mail Transfer Protocol
SOACMS	Special Operations Aviation Combat Mission Simulator
SOFA	Status of Forces Agreement
SOP	Standing Operating Procedure
SOW	Statement of Work

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SPP	Standard Practice Procedure
SQL	Standard Query Language
SSD	Systems Support Division
SSO	Site Security Officer
STD	Standard
STR	Software Trouble Report
STRICOM	Simulation, Training, and Instrumentation Command
T&E	Test and Evaluation
T&M	Time and Material
TA	Technical Assistant
TADS	Target Acquisition Designation Sight
TAT	Turnaround Time
TESA	Technical Expert Status Accreditation
TMDE	Test, Measurement, and Diagnostic Equipment
TOR	Technical Oversight Representative
TQM	Total Quality Management
TSTT	TADS Selected Task Trainer
TTPRR	Trainer Test Procedures & Results Report
USAALS	U.S. Army Aviation Logistics School
USAARL	U.S. Army Aeromedical Research Laboratory
USAREUR	U.S. Army, Europe
USATSCH	U.S. Army Transportation School
WOSB	Woman-Owned Small Business

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## **SECTION 16**

### **PERSONNEL DIRECTORY** (This section is under construction)